



June 11, 2025

The Honorable Peter A. Feldman, Acting Chairman
The Honorable Douglas Dziak, Commissioner
U.S. Consumer Product Safety Commission
4330 East-West Highway
Bethesda, MD 20814

Dear Acting Chairman Feldman and Commissioner Dziak:

Consumer Reports, the independent, nonprofit, and nonpartisan organization, writes to bring to the CPSC's attention a high chair known as the Bugaboo Giraffe, manufactured by Bugaboo, which – according to seven consumer complaints on SaferProducts.gov – caused infants to fall due to the loosening of screws that attach the high chair's seat to the legs. The high chair was recalled in Australia in May,¹ and the United Kingdom released a safety report on the product in April.² We are concerned by the potential severity and scale of the product hazard, and respectfully ask the agency to investigate the product and push for its recall.

CR's product safety team reviewed the incident complaints on Saferproducts.gov. One complaint, reported on May 11, 2025, reads "Consumer's 19 MOM son pushed with his feet down on foot rest of high chair, strapped in properly. Top of chair disconnected & front 2 legs disconnected causing him to fall forward. He hit head on table & onto floor. Consumer treated head hematoma, cut to lip & chin abrasions."

Another complaint, reported on February 11, 2025, includes "Consumer's 10 MOF child was in high chair. She put her weight into feet & leaned back. Bottom portion of high chair disconnected & chair collapsed with her still attached, she fell forward & hit head on dining room table, bruising eye. She lost consciousness for few seconds."

Parents have also posted warnings about the Bugaboo Giraffe High Chair on Reddit³ and Amazon.⁴ The high chair is currently out of stock on Bugaboo's U.S. website and on Amazon, and is no longer available for sale on Babylist.

¹ Australian Competition & Consumer Commission, "Bugaboo Giraffe highchair," (Recall published: May 7, 2025) (online at: www.productsafety.gov.au/search-consumer-product-recalls/bugaboo-giraffe-highchair/).

² Office for Product Safety and Standards, "Product Safety Report: Bugaboo Giraffe Highchair (2504-0152)," (Published: April 25, 2025) (online at: www.gov.uk/product-safety-alerts-reports-recalls/product-safety-report-bugaboo-giraffe-highchair-2504-0152#summary).

³ Reddit, "Bugaboo Giraffe Highchair - An Unsafe Scam Disguised as a Premium Product," (Accessed: May 19, 2025) (online at: www.reddit.com/r/Buyingforbaby/comments/1kxy8jr/bugaboo_giraffe_highchair_an_unsafe_scam/).

⁴ Amazon, "Bugaboo Giraffe Wooden Baby High Chair, Adjustable in 1 Second, Easy to Clean, Safe and Ergonomic Highchair, Suitable from Birth in Combination with Newborn Set (Sold Separately), Black," (Accessed: May 19, 2025) (online at: www.amazon.com/product-reviews/B0C1P8SM8V/ref=acr_dp_hist_1?ie=UTF8&filterByStar=one_star&reviewerType=all_reviews).

CR has notified consumers of the potential harm regarding this product in the May 19, 2025 article, Stop Using the Bugaboo Giraffe High Chair, Say CR Safety Experts.⁵ Due to the safety risks associated with the Bugaboo High Chair, we respectfully ask that the CPSC ensure an appropriate recall of the product occurs. Thank you for your attention to this matter, and please do not hesitate to reach out with any questions.

Sincerely,

Ashita Kapoor
Associate Director, Product Safety

Gabe Knight
Senior Policy Analyst

cc: Pamela Springs, Brien Lorenze, DeWayne Ray, Duane Boniface, and Jen Sultan

⁵ Jessica D'Argenio Waller, CR, "Stop Using the Bugaboo Giraffe High Chair, Say CR Safety Experts." (May 19, 2025) (online at: www.consumerreports.org/babies-kids/baby-product-recalls/stop-using-the-bugaboo-giraffe-high-chair-a3120791853/).

SaferProducts.gov public reports on the Bugaboo Giraffe High Chair:

Report No.	Report Date	Publication Date	Product Description	Product Category	Incident Description
20250512-4224A-2147331387	5/12/2025	5/29/2025	Bugaboo Giraffe High Chair	Baby	Our daughter was in her high chair eating. She was properly strapped in when all of a sudden the front legs gave out. The chair flung forward and pressed her cheek into the table. She was unable to move because her face was holding the weight of the entire chair. Fortunately I was right there and was able to pull her out.
20250502-A7570-2147331588	5/2/2025	5/28/2025	Bugaboo giraffe high chair	Baby	I am writing to report a critical safety issue with the Bugaboo high chair I purchased from you a few months ago. I recently discovered that the front screw is dangerously loose and fails to secure properly, even after tightening. Shockingly, Im able to detach the front section with minimal effort despite the screw being in place. This is completely unacceptable for a product intended for babies and toddlers. It poses a serious risk of injury or worse. I am extremely concerned that this defect was not caught during quality control and fear that other units may be putting more children at risk.
20250511-BFEDA-2147331396	5/11/2025	5/28/2025	Bugaboo giraffe infant high chair	Baby	My son, who is 19 months and 25 lbs, was sitting in his Bugaboo Giraffe high chair, appropriately strapped in, when the top of the chair became disconnected from the legs as he pushed down with his feet on the foot rest. This resulted in the front two legs becoming disconnected from the legs, causing him to fall forward while still strapped in the chair. He hit the front of his head on our table, resulting in a hematoma to his frontal scalp, and landing on the floor, resulting in a laceration to the inside of his lower lip and several minor abrasions to his chin.
20250430-CE31C-2147331635	4/30/2025	5/19/2025	The product is the Bugaboo Giraffe high chair with infant seat. The item code is 200008002. This is the white and light wood model.	Baby	I own the Bugaboo Giraffe high chair. After being alerted by another high chair owner on [REDACTED] that their baby fell while strapped in from this high chair because of faulty screws, I went to check the screws on my own. One screw was almost ready to fall out, and two others were loose. My child could have also fallen had I not seen this other parent's post.
20250420-15DF9-2147331845	4/20/2025	5/7/2025	Bugaboo Giraffe High Chair	Baby	Child fell out of high chair after the bottom part of the legs completely detached from the top part of the chair causing child to fall forward and down from the chair.

20250417-D322F-2147331878	4/17/2025	5/6/2025	High chair	Baby	Dear Consumer Product Safety Commission,I am writing to report a serious safety issue involving the Bugaboo Giraffe High Chair, which I purchased approximately seven months ago. Over time, the screws began to loosen, and the high chair ultimately collapsed while my child was strapped in. Fortunately, my child was not seriously injured, but the incident could have had much more severe consequences.After researching online, I discovered that other parents have reported similar issues with this model. It appears the manufacturer is aware of the problem, and while there may be a solution, it has not been widely advertised or made readily available. Only a few consumers seem to have been notified, while many othersincluding myselfhave received no communication or offered remedy.Given that this product is intended for infants and toddlers, I believe it poses a significant safety risk and warrants immediate investigation.I would be happy to provide additional information, including photos, receipts, and details about the incident, if needed.Thank you for your attention to this important matter.
20250212-E4821-2147333223	2/12/2025	3/3/2025	Bugaboo Giraffe Highchair. Color: Warm Wood-Grey.	Baby	My Daughter was buckled and sitting in high chair eating and bouncing. When the baby put her weight into her feet and leaned back, the bottom portion of the highchair disconnected and cause the highchair to collapse with my ten month old still attached. She When the bottom of the highchair disconnected, she fell forward and smacked her head on the dining room table. She has bruising around her eye and an ambulance had to be dispatched. She had lost consciousness for a few seconds. Paramedics examined her and did not feel the need for her to go to the ER.